

SubjectCOMPAQ® EXCHANGE TAG COMPLETION

THIS ADVISORY SUPERSEDES ADVISORY # 012

Attached is the new COMPAQ Computer Corporation Service Exchange Tag form. This form is to be filled out and returned to COMPAQ Computer Corporation any time you wish to be reimbursed for warranty service, extended service, or return parts for exchange.

This form can be ordered by calling COMPAQ Computer Corporation Service Administration at 1-800-231-9977. Each package contains 25 Exchange Tags. The part number for this form is:

105460-001

This Exchange Tag has been designed to provide COMPAQ with the information necessary to document each service event. In addition, the tag serves as a packing slip for all parts returned to COMPAQ for exchange. For these reasons, it is very important that you understand explicitly what is required of each entry, and that the tag be filled out completely.

*****NOTICE*****

Exchange Tags received incomplete, without proof of purchase, or without the defective part will be considered an out-of-warranty repair, regardless of which type of service is selected on the tag. Return credit for any parts will not be given.

➤ THESE FIELDS ARE MANDATORY. THEY MUST BE COMPLETE AND ACCURATE OR THE RETURN WILL BE CONSIDERED AN OUT-OF-WARRANTY SERVICE EVENT.

- o WARRANTY/OUT-OF-WARRANTY: Check appropriate box.

- o SERVICE TYPE: Select the type of service that the tag covers. Refer to the list of codes on the reverse side of the tag. See Page five for an explanation of warranty types.
 - 10 90-Day Customer Product Warranty
 - 15 Extended Service Agreement
 - 25 90-Day Spare Part Only Warranty
 - 30 Dealer Stock Shelf Warranty
 - 99 Out-of-Warranty Repair/Exchange

- o COMPAQ ID NO.: Provide your Authorized COMPAQ Computer Dealer number.

- o CUSTOMER NAME AND SIGNATURE: This part of the tag identifies the customer requesting service. This need not be filled out for Dealer Stock Shelf Warranty.

- o DATE: Fill in the date, month/day/year, that the unit was repaired.

- o DEALER NAME AND PHONE #: Fill in the name and phone number of the Authorized Dealer who corrected the service problem.

- o DEALER SIGNATURE AND DATE: The signature of the technician who corrected the service problem and the date, month/day/year, on which SERVICE WAS REQUESTED, not performed.

- o UNIT S/N: Indicate the serial number of the unit on which the repair action was performed. Completeness and accuracy in this field is extremely important.

- o UNIT SALE DATE: Fill in the date, month/day/year, that the unit was sold.

- o MODEL: Identify the unit model, as configured, on which service was performed (Example: COMPAQ Portable[®] Dual Drive or COMPAQ DESKPRO 286[®] Model 2).

- o **PRODUCT CODE:** Indicate the appropriate code. Refer to the list of codes on the reverse side of the tag.

01	COMPAQ Portable
02	COMPAQ PLUS®
03	DESKPRO® Model 1
04	DESKPRO Model 2
05	DESKPRO Model 3
06	DESKPRO Model 4
07	DESKPRO Model 5 - DESKPRO with a 30-MB Fixed Disk Drive
08	286 PORTABLE Model 1
09	286 PORTABLE Model 2
10	286 PORTABLE Model 3
11	286 DESKPRO Model 1
12	286 DESKPRO Model 2
13	286 DESKPRO Model 3

- o **COMPAQ PART NO.:** Indicate the part number of the item that is being returned for exchange; one part per tag. Refer to the Spare Parts Pricing and Labor Rate Schedule, Service Advisory # 033, for assistance on correct part numbers.
- o **SUBASSEMBLY CODE:** Refer to the four digit number on the bar code label located on all boards and major subassemblies.
- o **PART DESCRIPTION:** Provide a description of the part being returned. (Example: 10-MB Fixed Disk Drive for the COMPAQ PLUS.)
- o **PART SERIAL NUMBER:** Fill in the serial number of the part being returned.
- o **DIAGNOSTIC ERROR CODE:** Provide the error code received while performing diagnostics. (Example: 1701, 0601, or 0401)

- o **PROBLEM CODE:** Indicate the appropriate code. Refer to the list of codes on the reverse side of the tag.

- 10 DOA-System Failed Out of Box
- 15 Defective Case Plastic
- 20 Defective Subframe Sheet Metal
- 25 Keyboard Problem
- 30 Display/Video Problem
- 35 External Video Problem
- 40 Disk Drive Problem
- 45 Parallel Printer Port Problem
- 50 ASYNC/Serial Port Problem
- 55 Speaker/Audio Problem
- 60 Fan Not Working
- 65 No System Power
- 70 CPU/Memory Problem
- 88 Other (Describe in Comments)

- o **ACTION CODE:** Indicate the appropriate code. Refer to list of codes on reverse side of the tag.

- 10 Replaced
- 15 Reinstalled
- 20 Electrical Adjustment
- 25 Mechanical Adjustment
- 30 Cleaned
- 35 Checked, No Problem Found
- 50 Upgrade
- 88 Other (Describe in Comments)

- o **DESCRIPTION OF PROBLEM:** Explain or give a brief description of the unit's problem. Be specific. Please do not use descriptions such as "BAD".

- o **RMA NO.:** Provide the Return Material Authorization if one is required or issued. (RMA's are not required for normal part return processing.)

- o **COMPAQ SERVICE AGREEMENT NO.:** Provide the COMPAQ Extended Service Agreement number. If not available, provide a copy of the Extended Service Agreement form.

- o **P.O. NUMBER:** If your organization requires purchase order numbers for out-of-warranty exchanges, this field is provided for your convenience.

DEALER STOCK SHELF WARRANTY: Each COMPAQ Computer product shipped to an Authorized Dealer is covered under this warranty type for a period of 12 months from the date of shipment to the Authorized Dealer or until the product is sold, whichever comes first. It is also important to note, the 12 months of Authorized Dealer Shelf Warranty includes the 90-Day Customer Product Warranty.

Example: A unit was purchased in May; the VDU board failed in July. The board was replaced in July and failed again in September. The unit itself is out-of-warranty; however, the VDU board falls under the 90-Day Spare Part Only Warranty. In order to return the board in September, a Service Invoice or Exchange Tag showing proof of prior service in July must accompany the board, or the return will be considered an out-of-warranty repair.

90-DAY SPARE PART ONLY WARRANTY: This warranty begins the day that date. Proof of prior service is required when the repaired part is under the 90-Day Spare Part Only Warranty.

EXTENDED SERVICE AGREEMENT: The Extended Service Agreement covers product failures occurring during normal use of the product by the end-user for the duration of the Service Agreement. See Advisory # 036 for details on the purchase of Extended Service Agreements. The Service Agreement Number or a copy of the Service Agreement Form is required with the Exchange Tag or your return will be considered an out-of-warranty repair.

90-DAY CUSTOMER PRODUCT WARRANTY: This warranty begins the day of the retail sale of the product and expires 90 days from that date. This warranty is restricted to the original purchaser and is non-transferable. Proof of purchase, i.e., a copy of the customer's sales receipt showing purchaser's name and unit serial number, is required with the Exchange Tag or your return will be considered an out-of-warranty repair.

WARRANTY TYPES

DEALER COMMENTS: Describe any unusual situations regarding the service event; i.e., problems in diagnostics, multiple failures, special authorizations for returns, etc.

Normal: UPS Ground, COMPAQ pays
Expedite: Air, second day, Dealer pays

SHIPPING INSTRUCTIONS: Indicate the return shipping instructions for the exchanged part.

Example: If an Authorized COMPAQ Computer Dealer does not sell a COMPAQ Computer product until 10 months after receipt of the product, the end-user will have the remainder of the 12 months warranty.

All parts under warranty must be returned with the Exchange Tag.

- o OUT-OF-WARRANTY: All units that have exceeded the Dealer Stock Shelf Warranty or the 90-Day Customer Product Warranty are considered out-of-warranty. All spare parts that have exceeded the 90-Day Spare Part Only Warranty are considered out-of-warranty. Non-repairable parts used during out-of-warranty repairs need not be returned.

DEALER ACTION:

Please inform all Service Personnel at your Dealership of these changes.

For further information or clarification contact COMPAQ Dealer Support Service Administration at:

800-231-9977	(All Authorized Dealers)
Telex:	795437
A/B:	COMPAQCOMP HOU (Houston, TX)
Telex:	898630
A/B:	COMPAQ TTX D (European Headquarters)
49-89-926-970	
Telex:	889126
A/B:	COMPAQG (United Kingdom Headquarters)
44-1-940-8860	
Telex:	603124
Attn:	COMPAQ (French Headquarters)
33-6-446-3625	
416-449-8741	(Canadian Headquarters)
Telex:	72566
A/B:	COHQ AA72566 (Australian Headquarters)

cc: Store Manager